



98EC003/73744

PATENT

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Smc  
10/9/03

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Doyle, et al.

Art Unit: 2742

Serial No.: 09/300,676

Filed: April 27, 1999

For: DYNAMIC SKILL-  
BASED ROUTING

Examiner: Deane, W.

Attorney  
Docket No.: 98EC003/73744

**RECEIVED**

OCT 02 2003

Technology Center 2600

AMENDMENT UNDER 37 CFR §1.197(a)

Assistant Commissioner for Patents  
Washington, D.C. 20231

Sir:

In response to the Decision on Appeal of the Board of  
Patent Appeals and Interferences, dated May 19, 2003, please amend  
the above-identified application as follows: